



# HIGHWAYS ADVISORY COMMITTEE

14 April 2015

# REPORT

**Subject Heading:**

**BUS STOP ACCESSIBILITY  
SOUTH END ROAD (ALTERNATIVE)  
Outcome of public consultation**

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**The subject matter of this report deals with the following Council Objectives**

Clean, safe and green borough	<input checked="" type="checkbox"/>
Excellence in education and learning	<input type="checkbox"/>
Opportunities for all through economic, social and cultural activity	<input type="checkbox"/>
Value and enhance the life of every individual	<input checked="" type="checkbox"/>
High customer satisfaction and a stable council tax	<input type="checkbox"/>

## SUMMARY

This report sets out the responses to a consultation for the provision of a fully accessible bus stop opposite 175 to 185 South End Road as an alternative to a previous proposal for a fully accessible stop outside 300 to 314 South End Road and seeks a recommendation for which proposal should be implemented.

The scheme is within **South Hornchurch** ward.

## RECOMMENDATIONS

1. That the Committee having considered the report and the representations made either;
  - (a) Recommends to the Cabinet Member for Environment that the bus stop accessibility improvements outside 300 to 314 South End Road be implemented as shown on Drawing QN008-OF-A44A (existing location); or
  - (b) Recommends to the Cabinet Member for Environment that the bus stop accessibility improvements opposite 185 to 195 South End Road be implemented as shown on Drawing QN008-OF-A44-2A (alternative location).
  
2. That it be noted that the estimated cost of £12,000 for Recommendation 1(a) and £5,000 for Recommendation 1(b) for implementation will be met by Transport for London through the 2015/16 Local Implementation Plan allocation for Bus Stop Accessibility.

## REPORT DETAIL

### **1.0 Background**

- 1.1 People with mobility problems, the elderly and people travelling with young children find it difficult to board or alight from buses, unless the vehicle is able to pull in close to the kerb (within 200mm). The difficulty of gaining kerbside access is often caused by indiscriminately parked vehicles, or lack of high kerb space adjacent to stops.
- 1.2 Improvements to the bus stop environment such as raising kerbs, relaying footway surfaces, providing short footway links to stops and (in exceptional circumstances) providing pedestrian crossing facilities can help with making bus stops fully accessible to all people. In some situations, it may be appropriate to build the footway out into the road to provide an accessible bus stop, although this will only be appropriate where carriageways are very wide.
- 1.3 The introduction of bus stop clearways improves the accessibility of bus stops by providing sufficient space for buses to pull in close to the kerb. It is important with the provision of buses in London that are fully wheelchair accessible, because the benefits of low-floor/ kneeling buses are

considerably reduced (if not removed) if the bus cannot be positioned next to the kerb.

- 1.4 Drawing QB109/00/01B shows a standard bus stop layout where the bus stop is within a length of parked vehicles. In such a situation, a 37 metre long bus stop clearway is required to enable buses to meet the kerb so that both loading doors can be used. Where local conditions allow, this length can be reduced and so any design work will consider needs on a case by case basis.
- 1.5 In some situations, it is recognised that buses stopping on the carriageway can have an impact on traffic flows, especially on narrow roads. However, bus stops which are fully accessible to all people allow for buses to use stops more efficiently, minimising the length of time a bus is stationary. This will have the positive effect of reducing disruption to traffic flows to a minimum.
- 1.6 Where buses cannot fully access the kerb, then there may be delays in the loading or unloading of passengers leading to buses stopping longer than necessary. In some cases, certain passengers may not be able to access buses at all or the bus driver will simply need to pass the stop by where access to the kerb is not possible.
- 1.7 There are 690 bus stops in Havering. 663 are on borough roads, 20 are on the Transport for London Road Network and 7 are in private areas (e.g. Queen's Hospital). Data as of March 2014.
- 1.8 Of these stops, 56% are fully accessible. In order for a stop to be fully accessible, it must meet the following basic criteria;
  - The kerb to the footway must be between 125mm and 140mm in height to be compatible with the front and rear loading doors of the bus and the ramp deployed from the rear loading doors;
  - The bus stop should be restricted from parking and stopping by a bus stop clearway so that the stop is always available for buses to be able to pull into tightly to the kerb.
- 1.9 For Havering, funding for Bus Stop Accessibility works has mainly come from the Transport for London Local Implementation plan (LIP), but occasionally funding is secured as part of the development process.
- 1.10 Staff from StreetCare work with TfL London Buses and the Police (where required) on a programme of mainly route-based Bus Stop Accessibility improvements, although individual sites are investigated from time to time where there are particular passenger access problems.
- 1.11 The route approach allows for comprehensive review of existing bus stop positions for accessibility, convenience, safety etc. and sometimes requires stops to be moved away from points of conflict such as where parking or

proliferation of vehicle crossings prevent stops being accessible in their existing positions.

- 1.12 The Committee considered a report at its meeting of 16<sup>th</sup> September 2014 which dealt with various proposals for South End Road. With regard to a proposal to make the stop outside 300 to 314 South End Road accessible (Drawing QN008-OF-A44A), it was resolved that the Head of Streetcare should consider and consult on an alternative location as the current proposal would not allow a vehicle crossing to be provided to 306 South End Road.
- 1.13 Staff reviewed the section of South End Road and developed a new proposal which would relocate the stop opposite 175 to 185 as shown on Drawing QN008-OF-A44-2A. The accessible footway for the stop would be outside the former Albyns Close site, with a clearway covering this position and extend to outside 294.
- 1.14 This position would not affect the redevelopment by the Council's Housing Department P1034.14 which will be providing a new access to South End Road whereby the adjacent parking layby would be changed to accommodate the development.
- 1.15 Approximately 26 letters were hand-delivered to those potentially affected by the revised proposals on 2<sup>nd</sup> February 2015, with a closing date of 2<sup>nd</sup> March 2015 for comments.
- 1.16 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of the consultation information.

## **2.0 Outcome of Public Consultation**

- 2.1 By the close of consultation, 7 responses were received as set out in Appendix I to this report.
- 2.2 Cllr Thompson considered the revised proposals a fair compromise. Cllr Burton expressed opposition to the proposal and he noted he had received copies of letters from people also objecting.
- 2.3 The Metropolitan Police had no issues with the proposals.
- 2.4 Three residents objected to the proposals, with one resident supplying an 18 signature petition against the scheme. St John & St Matthew Church also objected.
- 2.5 The objectors raised several points;
  - Location of the stop was near a dangerous bend with associated comments regarding driver speed, behaviour and damage to street lighting,

- Stationary buses would cause traffic congestion with associated concerns about air pollution,
- People overtaking buses would block the road,
- Why should the stop be moved to accommodate other residents,
- Current bus stop operates satisfactorily,
- Impact on access to premises,
- Cost of proposals,
- Stop should move to existing layby outside Albyns Close.

### **3.0 Staff Comments**

- 3.1 The current bus stop requires work to make it fully accessible for modern low floor buses with two-door operation as reported on 16<sup>th</sup> September 2014. The stop cannot be made accessible with vehicle access being provided as previously set out.
- 3.2 The alternative location (and therefore people overtaking buses) would be visible to oncoming drivers at least 75 metres in advance. This distance is better than the stopping sight distance (SSD) recommended in Manual for Streets for 37.5mph (60kph) which is 59 metres and is therefore considered acceptable by staff.
- 3.3 The layby at Albyns Close would be reduced in length by the redevelopment granted consent under P1034.14 in order to provide an improved site access. This would leave approximately 35 metres of layby (at the carriageway edge) as opposed to the current situation of 27 metres; and like the current situation the layby would need to be lengthened to make it accessible. The current location has a wide footway/ verge to enable widening, but the other layby does not. This means that an accessible layout would place buses partially in the main carriageway on the bend which is not acceptable to staff.
- 3.4 The concerns about congestion and access are reasonable, although other bus stops on South End Road operate reasonably well and the area already suffers from congestion at peak times. Staff are of the view that localised traffic holdups will be sporadic at peak times and drivers will shortly re-join queues at Rainham Road to the south and Airfield Way to the north.
- 3.5 As a summary, the current stop is not accessible and the Committee expressed sympathy for the vehicle access issue linked to the original proposals. The alternative location is a fully accessible option, but other residents have concerns. A “do nothing” approach would leave the existing stop as still not accessible and would not accommodate the access issues.
- 3.6 The Committee will need to consider the various issues raised and make a recommendation based on balancing all of the relevant factors.

## IMPLICATIONS AND RISKS

### **Financial implications and risks:**

This report is asking HAC to recommend to the Cabinet Member the implementation of the above scheme

The estimated cost of £12,000 for Recommendation 1(a) and £5,000 for Recommendation 1(b) for implementation will be met by Transport for London through the 2015/16 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2016, to ensure full access to the grant.

The costs shown are an estimate of the full costs of the scheme, should it be implemented. It should be noted that subject to the recommendations of the committee a final decision then would be made by the Lead Member – as regards actual implementation and scheme detail. Therefore, final costs are subject to change.

This is a standard project for StreetCare and there is no expectation that the works cannot be contained within the cost estimate. There is an element of contingency built into the financial estimate. In the unlikely event of an overspend, the balance would need to be contained within the overall StreetCare Capital budget.

### **Legal implications and risks:**

Bus Stop Clearways do not require traffic orders, but Department for Transport guidance suggests that local consultations should take place as has been the case with the proposals set out in this report.

### **Human Resources implications and risks:**

None.

### **Equalities Implications and Risks:**

The Council has a general duty under the Equality Act 2010 to ensure that its highway network is accessible to all users. Where infrastructure is provided or substantially upgraded, reasonable adjustments should be made to improve access. In considering the impacts and making improvements for people with protected characteristics (mainly, but not limited to disabled people, the young and older people), this will assist the Council in meeting its duty under the Act.

The provision of fully accessible bus stops assists with making public transport more inclusive to all sectors of the community, but most especially disabled people and people using pushchairs. Accessible bus stops will be of benefit to people using wheelchairs, but also people who have walking, balance and dexterity difficulties; and blind and partially-sighted people.

## **BACKGROUND PAPERS**

Project file: QN008, Bus Stop Accessibility 2014/15

**APPENDIX I  
CONSULTATION RESPONSES  
SCHEME DRAWINGS**





Respondent	Response and Staff Comments (where required)
Cllr Thompson	It looks like a fair compromise to me.
Cllr Burton	<p>I am in receipt of a plethora of copy letters that have been sent to your office all robustly stating the authors opposition to interfering with the present location of the above bus stop.</p> <p>Having apprised myself with the circumstances surrounding this consultation. Please be informed, that as the Elected Member for the South Hornchurch ward I too am wholly opposed to the suggested relocation of this bus stop.</p>
PC Martin Young Metropolitan Police Roads & Transport Policing Command	Please be advised Police have no issues with the plans as presented.
Resident 179 South End Road	<p>Re above notification of proposed bus stop opposite my property at 179 Southend Road Would appreciate comments on the following questions</p> <p>1). Southend Road has a large amount of heavy fast moving traffic and I list below the disadvantages of relocating said bus stop.</p> <p>2). The bend on the corner has traffic coming from Ford Lane toward Mungo Park will not slow down or see other vehicles overtaking parked buses, bearing in mind there can be at least 2 buses at any one time arriving, and speaking from living here this road although considered a main road does not have the width for buses to stand to allow disembarking and embarking for passengers for any length of time. This will create havoc and a danger.</p> <p>3). We have also experienced many knock for knock accidents occurring on this road. At present time we are still awaiting our new 4th lamp post to be put into commission. As stated this is the 4th lamp post to have incurred dangerous damages I.e being knocked down by drivers who take the bend too fast and</p>

	<p>ultimately lose control of their vehicle. This has happened not only at night but during daytime. We have had upturned cars and lamppost residue in our front garden but of course I have complained before about the speed of traffic on this stretch of road and was told that there was limited fatal accidents for you to do anything about it.</p> <p>4). Due to speed of traffic I personally have great difficulty in actually getting out of my driveway Which has to be taken very sharply as oncoming traffic is travelling much too fast and does not slow down I.e blind spot.</p> <p>5). The width of road is not substantial for passing parked buses we have 4 schools within 1/2 of a mile of each other and when school run takes place havoc will arise. There is also a children's nursery at the church just opposite.</p> <p>6). Common sense prevailing I question why this is being proposed as the bus stop has worked well in its existing location. This has been proposed before as the people who lived near the present bus stop location offered payment For relocation but was refused.</p> <p>7). Finally air pollution will and must occur with mounting queues of traffic which is a concern also.</p> <p>My final word is why move a bus stop from a location that works perfectly well where visibility is clear both ways and accessibility is excellent.</p> <p>Hopefully common sense will prevail on this matter</p>
<p>Resident 292 South End Road</p>	<p><b>Letter 1</b> With reference to your letter dated 2-2-2015 regarding the re-positioning of the bus stop outside No's 300-314 South End Road.</p> <p>I purchased my house in 1961, I had no wish to have a Bus Stop outside my property so I checked before that there were no plans to erect a Bus Stop on my door stop, and I went ahead with the deal.</p>

You now inform me that the occupants that have purchased their house adjacent to a Bus Stop have decided to appeal to the Council that they wish to have it moved and are prepared to pay the cost of doing so.

The Bus Stop in question has function well for over 50 years, so where is the democracy in requesting it to be moved to outside my property.

The present position of the Bus Stop has allowed the free flow of traffic, and does not impinge on the ever increasing volume of vehicle travelling on South End Road. The proposed new position would cause havoc with the traffic low and normal times, but with the school run times it will become gridlocked.

Also buses do have to tailgate from time to time due to schedules, hold up on routes etc. and with a bus loading/ unloading passengers, a following bus will endeavour to overtake at the bus stop virtually closing the other side of the road to oncoming traffic.

The proposed new site would also be hidden from oncoming traffic prior to the bend in the road and could create a dangerous situation.

The common sense answer to this enquiry is to leave the Bus Stop in its existing position as it is proven to work very well over many years.

The other option is to consider the lay-by outside the redundant elderly people's complex At Albyns Close.

**Letter 2**

I enclose a protest forms regarding the moving on Bus Stop from outside No's 308-306 South End Road to outside No's 294-292-290 South End Road.

18 signature petition against relocating the bus stop.

Resident  
294 South End Road

**Letter 1**

Thank you for your letter of 2-2-2015 firstly I don't recall the Council's proposals of 24-7-2014. Nor was I notified.

I am at a total loss as to why the Council would consider moving the bus stop, which has been at its present location for as long as I have lived here – nearly 42 years.

There are many + various reasons why the bus stop should remain in its present position. (inter-alia).

1. The bus stop in its present location, in the lay-by affords a steady stream of traffic and the proposal would, in my opinion, create traffic chaos – as if the build up of traffic is bad enough.

2. I have a dropped kerb and am disabled. The proposal would inhibit me from gaining access to my property on a 24 hour basis.

3. I gather the person who recently purchased a property outside the bus stops current location is instrumental in this proposal. Perhaps they should not have purchased their property knowing where the bus stop is. Are they pushing to have the bus stop moved for their own selfish means.

As a Council tax payer, I consider this proposal to be ill conceived and without merit. I assume this proposal has costs attached which could have been spent on more worthy areas of the Council's budget. The old maxim of "if it aint broken don't fix it" applies I suggest.

**Letter 2**

Could you tell me why you could not make the present location of the bus stop more accessible (I assume) a far lesser cost? How much is this proposed move going to cost the tax payer in total?

Further, who would and how would the proposed relocation benefit residents and public transport users?

<p>Revd. Burford St John &amp; St Matthew Church</p>	<p>I have been made aware of the plans regarding the re-situation of the bus stop currently situated outside 308, Southend Road, South Hornchurch.</p> <p>The church of St John &amp; St Matthew is situated immediately adjacent to the now redundant Albyns Close sheltered accommodation area which is scheduled for redevelopment.</p> <p>My understanding is that the planned new stop will not benefit from a “lay by”, but will whilst passengers access and depart need to stop on the road, effectively blocking one half of an already narrow and very busy road.</p> <p>We are as well as a place of worship an extremely busy local centre, housing not only a Pre-school but many local organisations catering for both the elderly and very young and it is a great cause of concern to us that cars wishing to overtake waiting buses and the build-up of traffic very near to our entrance will prove hazardous to those wishing to enter our premises both on foot and in cars.</p> <p>As there is an already established lay by which used to cater for those parking at the now defunct Albyns Lane complex it would seem far more logical and also safer to utilise this space rather than move this stop to a potentially more hazardous location. We would therefore wish to proffer our objection to the proposed new location and request the aforementioned option is considered.</p>
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